

**ACN** | BusinessTalk<sup>SM</sup>



A blue office telephone is the central focus, resting on a black charging base. It is positioned on a light-colored wooden desk. To the left of the phone lies a silver pen, and to the right, a set of keys with a white fob. The background is a soft-focus office environment with a window showing greenery outside.

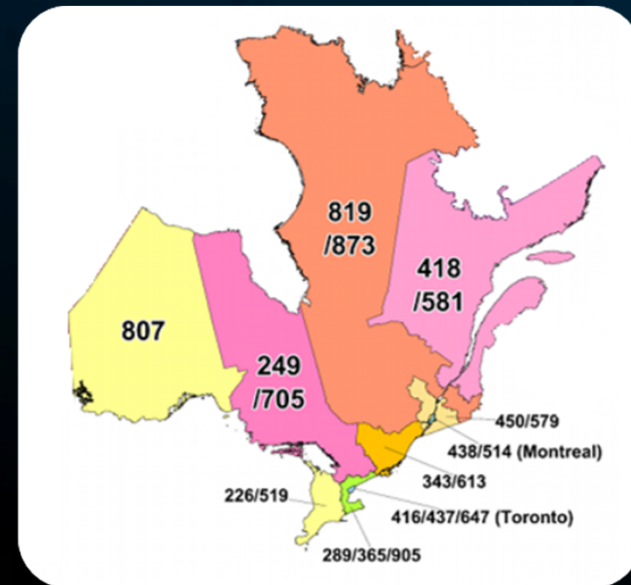
## **What is BusinessTalk?**

- **Business Local (Wireline) and Long Distance**
- **Up To Five Voice Lines**
- **Competitive Rates**
- **No Need To Switch Out Equipment**
- **Can be bundled with High Speed Internet in Ontario and Quebec**

# Service Availability

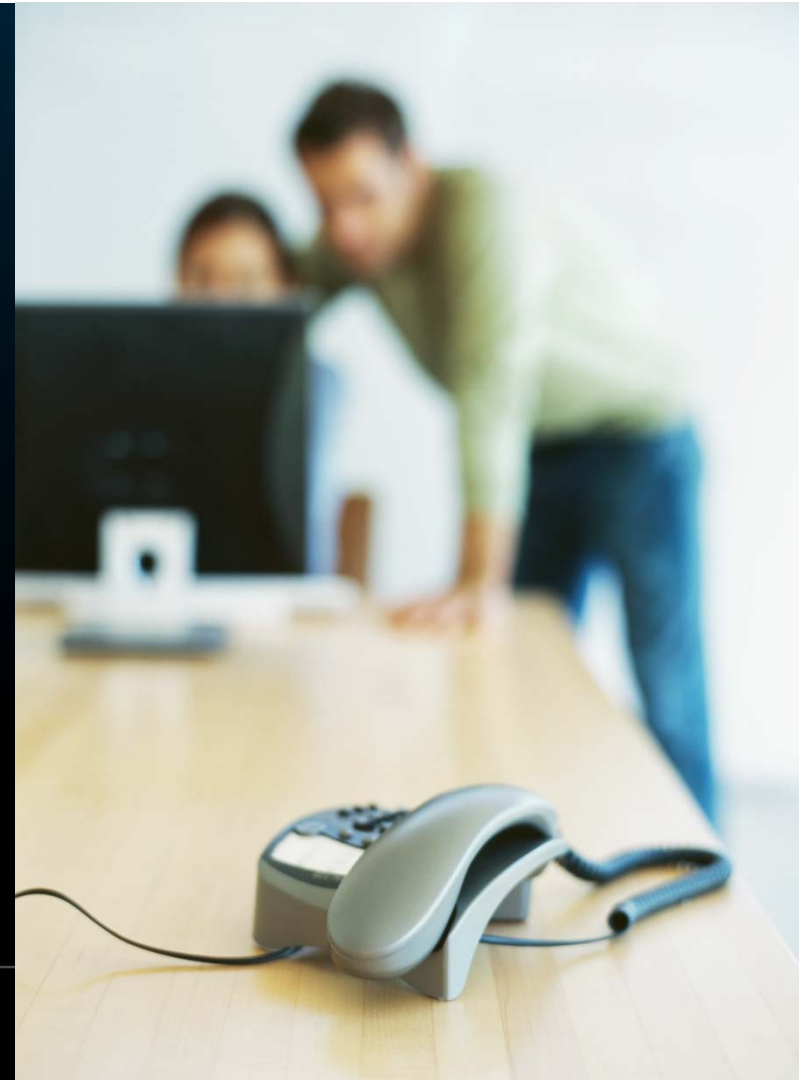
Available in select  
Bell Canada markets in:

- Ontario
- Quebec



# Benefits

- Use existing equipment and keep existing business telephone numbers
- Includes 4 Features:
  - Call Display
  - Call Forwarding
  - 3-Way Calling
  - Call Waiting/Call Hunting
- Option to add Basic Line for fax/alarm/POS
- Choice of Long Distance Plan (600 minutes which can be shared across lines or per minute plan)







## Target Customers

- Want a traditional telephone service
- Want to use their existing telephone equipment
- Want a seamless transition in service, with no interruptions
- Need traditional landline service to support dial-up applications, fax, point-of-sale terminals, alarm systems, etc.

# Target Customers

**Small Office Home Office (SOHO) and Small & Medium Businesses (SMB)**

## Types of Businesses:

- **Contractors & skilled trades: builders, plumbers, electricians**
- **Other service businesses: doctor's offices**
- **Restaurants and other food service businesses**
- **Small retail stores (No National or Regional Chains)**



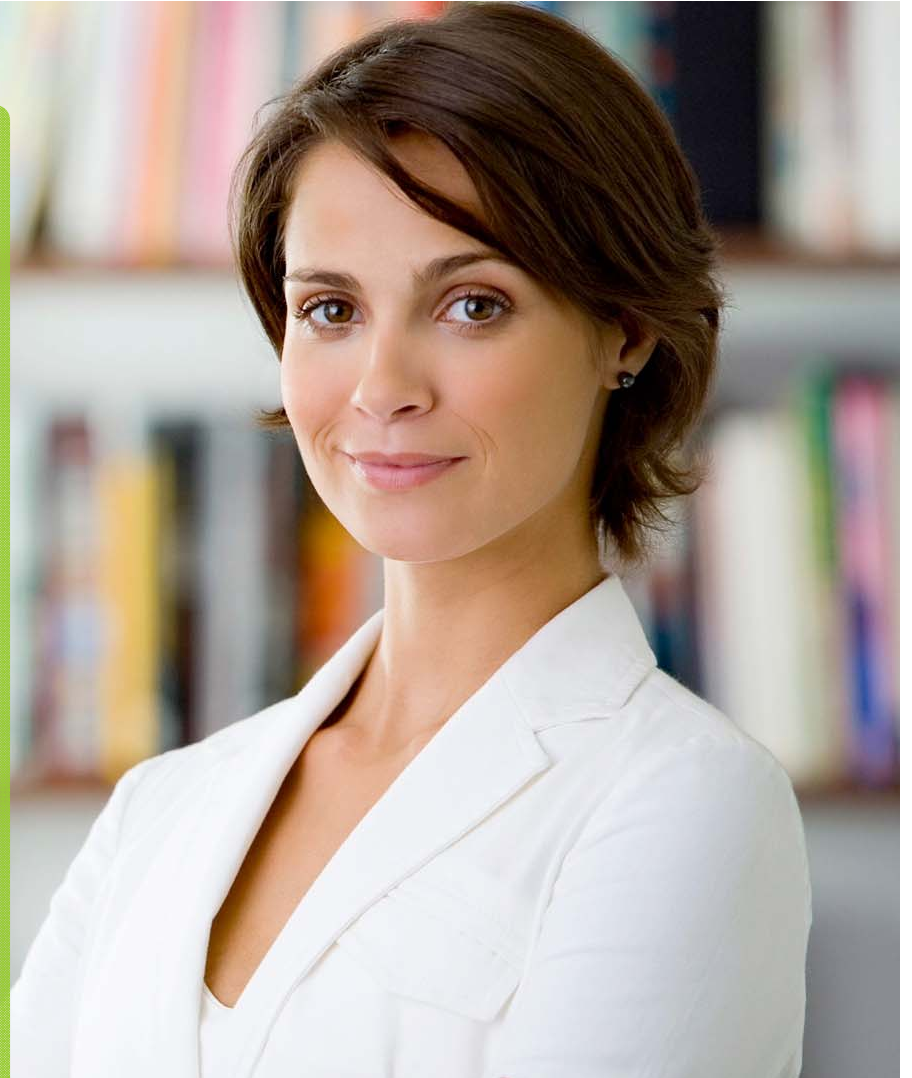


## **ACN Business Services**

**Businesses buy based on relationships, just like residential customers**

**The products we offer will meet their immediate needs**

**The sales cycle will be fast**





# **ACN Local and Long Distance Business Plans**

**BusinessTalk  
Standard Plan**

**BusinessTalk  
Plus Plan**



# ACN BusinessTalk Standard Plan

Includes:

- Long Distance calling to Canada and U.S. for 4 cents per minute (plus Monthly charge of \$4.99)
- Up to 5 voice lines and 1 data/fax line
- Four calling features, including hunting
- Distinctive ringing (optional)
- Available at additional cost:
  - International calling at competitive rates
  - Voice Mail (optional) - \$5.00/mo.
  - Toll-Free (8XX) service (optional) - \$4.99/mo. & 3¢/minute

## ACN BusinessTalk Standard

**\$42.75/month**  
with 3 year agreement\*\*

ON and QC

4¢ per minute within Canada and to the U.S

[Complete List](#)

Call Forwarding, Call Display, Hunting or Call Waiting, 3-Way Calling, 900 and 976 Blocking

Voice Mail, Line Protect, Additional Listings, Non-Listed or Non-Published Number, Call Screen, Last Call Return



The toll-free number can only be used within the US & Canada

# ACN BusinessTalk Plus Plan

## Includes:

- Pay \$9.95/mo. for 600 minutes of Canada/U.S. long distance
- Up to 5 voice lines and 1 data/fax line
- Four calling features, including hunting
- Available at additional cost:
  - International calling at competitive rates
  - Voice Mail (optional) - \$5.00/mo.
  - Toll-Free (8XX) service (optional) - \$4.99/mo. & 3¢/minute

## ACN BusinessTalk Plus

**\$47.75/month**

with 3 year agreement\*\*

ON and QC

600 included minutes within Canada and to the U.S. and 3¢ per additional minute

[Complete List](#)

Call Forwarding, Call Display, Hunting or Call Waiting, 3-Way Calling, 900 and 976 Blocking

Voice Mail, Line Protect, Additional Listings, Non-Listed or Non-Published Number, Call Screen, Last Call Return



# Popular Calling Features\*

## Included

- **Caller ID**
- Call Forwarding
- **3-Way Calling**
- Hunting

## Additional features available

- Call Waiting
- **Auto Redial**
- Speed Calling
- **Last Call Return**
- Distinctive Ring
- **Voice Mail**
- And More!



NOTE: Not all features are available in every location. ACN mirrors the features available from Bell Canada.

# Advantages over Digital/Cable Phone Service

- Works during a power outage (requires line powered telephone)
- Most accurate 911 - tied to address – no registration required
- Network reliability – no disruption in service even if there's an internet outage
- Consistent Audio quality – not dependent on Internet connection
- No equipment to purchase or High Speed Internet service required





# Advantages over Wireless for Business Phone Service

- Never worry that your battery needs charging or you've misplaced your phone
- Network reliability – no dead spots
- Supports multiple extensions
- Retrieve messages at your convenience



# How to Order

## Your ACN Direct Online Store

Pick the Service and Plan that Works for Your Business and **Save Money**

- Plans for small and medium sized businesses
- Wireline Service or VOIP-based Service
- Ability to have additional basic line for data/fax use
- Toll Free lines available with all plans

### LIMITED TIME PROMOTIONS

#### DigitalTalk® Express

- Save \$10 per month off the regular price! Service starting at \$29.99 per month!
- Sign up for a 3 year term and pay no upfront fees on your new order!

#### BusinessTalk™

- Benefit from new reduced rates on 2 and 3 year plans!
- Transfer your lines with no activation fees!

#### ACN DigitalTalk EXPRESS

Complete Affordable VOIP-based Business Phone System with Unlimited Calling within Canada and the U.S.

- Complete small business or home office phone service (1 to 3 lines)
- Save up to 50% off your phone bill by using your high speed internet connection
- Includes digital phone system with business class features
- Simple, self-installation - phone system arrives ready to use
- Keep your existing phone number, or we can provide you a new number
- Flexible options such as a dedicated basic phone line - perfect for use as a fax line or with a security system/port-of-use device
- Add-on High Speed Internet starting at \$32.50 in Ontario and Quebec

Pricing starts at only \$29.99 per month!

[Learn More](#)



#### ACN BusinessTalk™

Reliable Wireline Service Available in Select Markets: ON and QC

- Ideal for businesses requiring up to five voice lines
- No need to switch out any equipment
- Full set of business class features
- Seamless transfer of your existing phone number
- You can also add on a data/fax line or a toll free number
- Reliable wireline service - no AC power required
- Add-on High Speed Internet starting at \$45 in Ontario and Quebec

Plans start at only \$42.75 per month!

[Learn More](#)



ACN Essential Services You Use Every Day

What services are available in my area?

Quebec

These services may be available in your area. Select a service to learn more or start shopping.

### Quebec

Residential Services



### Quebec

Small Business Services



# How to Order

## Home Page of ACN BusinessTalk

The screenshot shows the ACN BusinessTalk website home page. At the top, there is a navigation bar with the text "BusinessTalk" on the left and "Home | Plans | Sign Up | Support | My BusinessTalk Account" on the right. In the top right corner, the word "Français" is visible. Below the navigation bar is a main banner area. On the left side of the banner, there is a headline: "Competitively priced ACN BusinessTalk gives you all the features you need - with the reliability you expect." Below this is a sub-headline: "Save money with ACNs Wireline Service. Choose between ACNs BusinessTalk Plus and Standard long distance plans. Keep your existing equipment and phone lines!" and a price point: "Plans Start at Only \$42.75/mo!". On the right side of the banner, there is a "Check Availability" form with fields for Street, Apt#/Ste/Floor, City, Province (a dropdown menu), Postal code, and Telephone. A "Check Availability" button is located below the form. Below the banner is a section titled "ACN BusinessTalk" with the sub-header "Phone Service You Need For Your Business". This section contains a bulleted list of features: "Reliability you expect from wireline phone service", "Up to five phone lines", "Use your own equipment - just transfer your phone number and service to ACN", "Includes all the business-class features you need with the option to add on additional features", "Toll Free service available", and "Add on a basic phone line for data/faxing, security system or point of sale". Below the list are two buttons: "Plan Details" and "ACN CHAT UNAVAILABLE". To the right of this section is a blue call-to-action box with a white arrow pointing right, containing the text: "Get a better managed business...and bottom line", "Limited Time FREE activation on all lines!", and "That's a savings of \$49.99 to \$299 (depending on number of lines)". At the bottom right of the page, the ACN logo is displayed in a large, stylized font with a reflection effect.



# How to Order

**Plans Page**  
View Pricing  
Here

ACN Essential Services  
• For Your Home • For Your Business

BusinessTalk Home | Plans | Sign Up | Support | My BusinessTalk Account Français

**BusinessTalk Service Plans**  
Choose The Plan That Fits Your Needs ACN CHAT UNAVAILABLE

Plan Options

	ACN BusinessTalk Standard	ACN BusinessTalk Plus <span>Sign Up Now</span>
Monthly Recurring Charge*	<b>\$42.75/month</b> with 3 year agreement**	<b>\$47.75/month</b> with 3 year agreement**
Availability	ON and QC	ON and QC
Included Calling	4¢ per minute within Canada and to the U.S	600 included minutes within Canada and to the U.S. and 3¢ per additional minute
International Calling Rates	<a href="#">Complete List</a>	<a href="#">Complete List</a>





# Availability Tool

## Check Availability

The screenshot displays the ACN BusinessTalk website interface. At the top, the ACN logo is followed by 'Essential Services' and navigation links for 'For Your Home' and 'For Your Business'. Below this is the 'BusinessTalk' header with a 'Français' link and a navigation menu including 'Home', 'Plans', 'Sign Up', 'Support', and 'My BusinessTalk Account'. The main content area features a promotional banner for 'Competitively priced ACN BusinessTalk' with a 'Check Availability' form overlaid on the right. The form includes input fields for 'Street', 'Apt/Ste/Floor', 'City', 'Province', 'Postal code', and 'Telephone', along with a 'Check Availability' button. Below the banner, there is a section titled 'ACN BusinessTalk' with a list of features and a 'Plan Details' button. To the right of this section is a blue callout box with a white arrow pointing to the right, containing the text: 'Get a better managed business...and bottom line', 'Limited Time FREE activation on all lines!', and 'That's a savings of \$49.99 to \$299 (depending on number of lines)'. At the bottom right of the page, the ACN logo is displayed with a reflection effect.

ACN Essential Services  
• For Your Home • For Your Business

BusinessTalk Home Plans Sign Up Support My BusinessTalk Account Français

Competitively priced ACN BusinessTalk gives you all the features you need - with the reliability you expect.

Save money with ACN's Wireline Service. Choose between ACN's BusinessTalk Plus and Standard long distance plans. Keep your existing equipment and phone lines!

Plans Start at Only **\$42.75/mo!**

**Check Availability**

Street:   
Apt/Ste/Floor:   
City:   
Province:  Postal code:   
Telephone:  -  -

[Check Availability](#)

**ACN BusinessTalk™**

Phone Service You Need For Your Business

- Reliability you expect from wireline phone service
- Up to five phone lines
- Use your own equipment - just transfer your phone number and service to ACN
- Includes all the business-class features you need with the option to add on additional features
- Toll Free service available
- Add on a basic phone line for data/faxing, security system or point of sale

[Plan Details](#) CHAT UNAVAILABLE

Get a better managed business...and bottom line

→ Limited Time **FREE** activation on all lines!  
That's a savings of **\$49.99 to \$299**  
(depending on number of lines)

**ACN**

# How to Order

## Select Plan and Any Additional Features

ACN BusinessTalk™ English | Français  
[Click here to start a new order or change access.](#)

Plans & Options > Service Information > Customer Information > Terms and Conditions > Confirm Order > Order Completion

### Select Plan and Options

#### Select a Plan

**Plan Selection**  
Please select the plan options that meet your needs:

ACN BusinessTalk™  
Unlimited local calling plans with all the business-class features that you need! **\$37.80/month/line**  
2 Year Contract

**BusinessTalk Standard** **\$4.95/month**  
Unlimited local calling and 4¢ per minute across the U.S. and Canada. International calls are additional cost, and billed at a per-minute rate. [Click here to view ACN's International Calling Rates.](#)

**BusinessTalk Plus** **\$9.95/month**  
Get 600 included minutes as well as a 3¢ per minute long distance rate for calling across Canada, the U.S. International calls are additional cost, and billed at a per-minute rate. [Click here to view ACN's International Calling Rates.](#)

**Your Current Service**  
How many voice lines will you be transferring to ACN from your current provider?  
I am transferring:

Current Provider:

Directory Listing Name:   
Your Business name and main telephone number (Line 1) will be listed and published in the Local Business White Pages.

**Voice Lines to Transfer**  
Enter the phone numbers for voice lines you are transferring to ACN, starting with your main billed telephone number.

Line 1:  (Main Line)

#### Select Options

##### Add High Speed Internet

Connect your business to the Internet using cutting edge ADSL internet at the highest speeds available to the small business market. All plans include upload speeds of up to 1 Mbps.

Commercial 10 Mbps High Speed Internet **\$48.00/month**

Commercial 16 Mbps High Speed Internet **\$63.00/month**

Do not add High Speed Internet to my order

If the speed you selected is not available, do you want the next highest available speed?  
 Yes  No

**Optional Services**

Transfer an Analog Line **\$22.49/month**

Add a Toll Free Line **\$4.99/month**

Distinctive Ring **\$12.95/month**

**Included Features**

Call Display

Call Forwarding

3-Way Calling

**Additional Free features you may include**

*Numbering* Not available with one line

Call Waiting

Deny Pay Per Use Options

**Optional Features**

Voice Mail **\$5.00/month/line**

Toll Restriction Service **\$5.00/month/line**

Last Call Return **\$12.95/month/line**

Call Screen **\$12.95/month/line**

Additional Listings **\$3.00/month/line**

Non-Listed Number **\$3.00/month/line**

Non-Published Number **\$3.00/month/line**

# How to Order

## Select Plan and Any Additional Features

**Line Options**

Please complete the setup of the features for associated line(s)

*You indicated that you currently have service through Bell Canada. Please indicate the current hunting order that is in place with your Bell Canada service. Any change to the order may result in additional charges.*

Line	Voice Mail	Hunting	Deny Pay Per Use Options	Distinctive Ring	Toll Restriction Service	Last Call Return	Call Screen	Non-Listed Number	Additional Listings
514-390-2424	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
514-390-2425		<input type="text" value="v"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
514-390-2426		<input type="text" value="v"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

*You selected Voice Mail service. Please select those lines that you want Voice Mail on. If you selected Hunting then Voice Mail is only available on your main line. Please note that if you set up Optional features on multiple lines you will be charged feature cost per line/month.*

*Your main listed number is included in the white pages directory and through directory assistance. A Non-Listed Number is only listed with directory assistance. A Non-Published Number is not listed in the white pages directory nor through directory assistance.*



# How to Order

## Toll-free numbers

### Toll Free Options

Please complete the information below to order Toll-free service with ACN.

Toll Free Numbers:

Toll Free Line 1:  New Toll Free Number  Transfer a Toll Free Number

Number to Transfer:  -  -

Current Provider:

Rings To:

Add an Optional Toll Free Directory Listing





# How to Order

## Analog line

### Analog Line

Please enter the analog telephone number you are transferring to ACN.

Number to Transfer:  -  -



# How to Order

## Establish an Account Pin

## Authorize Contacts from the Business

## Terms & Conditions

- An Early Termination Fee (ETF) of \$300 will apply prorated for the remaining months of the original term.
- 2 or 3 year term agreement

### Terms and Conditions

Please read the following terms and conditions in their entirety. Once you have finished reading, indicate that you agree to the following terms and conditions by checking the following boxes.

- I am authorized to make this request on behalf of my business.
- I understand that I am not to place any new service orders or disconnects with my current service provider for the phone numbers I am transferring, as this will cause a delay in transferring the numbers contained within this order.
- I select ACN as the network carrier for all local calls for this number. *You may not have more than one carrier for this type of service.*
- I select ACN as the network carrier for all intrastate toll, interstate toll and international calls for this number. *You may not have more than one carrier for this type of service.*
- I understand I am responsible for any cancellation or early termination fees assessed by my current provider. *You should check with your existing provider if you are under a term contract.*
- I acknowledge that ACN BusinessTalk Service carries a two (2) or three (3) year term commitment. I agree to maintain my service for the full term of the contract. If I disconnect prior to the term of the contract expiring, I agree that I will be charged an Early Termination Fee (ETF) of \$300.00 prorated for the remaining months of the original term.
- I have read, understand and agree to the Terms and Conditions as published at [http://acnservices.com/documents/BusinessTalk\\_terms\\_en.pdf](http://acnservices.com/documents/BusinessTalk_terms_en.pdf), and as set forth below.

ACN BusinessTalk Terms & Conditions

Thank you for selecting ACN BusinessTalk, a local, long distance, and/or international telecommunications service (the "Service" or "Services") offered by All

- I have read, understand and agree to the Terms and Conditions as published at [http://acnservices.com/documents/CAHSLI\\_terms\\_en.pdf](http://acnservices.com/documents/CAHSLI_terms_en.pdf), and as set forth below.

ACN High Speed Internet Service Customer Terms & Conditions

Thank you for selecting ACN Business High Speed Internet Service, internet connectivity via DSL or related services (the "services") offered by All

- I understand that I must read, print and fax the document located at [http://www.acnservices.com/documents/SB\\_RESPORG\\_EN.pdf](http://www.acnservices.com/documents/SB_RESPORG_EN.pdf) to transfer my toll free service.



# How to Order

## Plan/Order Summary for Review

### Your Monthly Plan Details

514-390-2424: BusinessTalk - 3 Year Contract	\$37.80
- BusinessTalk Plus	\$9.95
514-390-2425: BusinessTalk - 3 Year Contract	\$37.80
514-390-2426: BusinessTalk - 3 Year Contract	\$37.80
Commercial 16 Mbps High Speed Internet <i>If the speed I selected is not available, sign me up for the next highest available speed.</i>	\$63.00
514-220-2222: Analog Line	\$32.49
XXX-XXX-XXXX: Toll Free Line	\$4.99
<b>*Estimated Monthly Total</b>	<b>\$223.83</b>

### Upfront/One-time Charges

Local line activation fee	\$149.97
DSL Activation fee	\$49.99
DSL Shipping and Handling	\$9.99
Analog line activation fee	\$49.99
<b>Promotional Discount</b>	-
	\$199.96
<b>*Estimated Upfront/One-time Charges</b>	<b>\$59.98</b>

\* Additional taxes and fees apply

# Email Communication

After submitting their order, customer will receive a **Welcome Email from ACN**

Once service assumed by ACN, a **Confirmation Email** confirming the switch will be sent from ACN

***VERY IMPORTANT!***

***All customers must enter their own valid email address!***



# Understanding The Customer Bill

## **BEST PRACTICE**

IBO discusses with the customer the pricing of their current phone bill

## **Reviewing 1<sup>st</sup> Bill**

- The customers 1<sup>st</sup> bill may be higher than the ongoing monthly charge because ACN prorates the 1<sup>st</sup> bill.
- A customer should look at the total bill vs. comparing line by line with their current service provider's bill.





# FAQs

Can a customer mix and match plans on their lines?

A customer is still in a contract with Bell Canada. Will ACN pay the early termination fee?

What is the cost for international calls?

How does a customer change the order of their hunt sequence?

What are the points and commissions on this product?



# Account Management



Essential Services

▶ For Your Home ▶ For Your Business

Français

BusinessTalk

Home | Plans | Sign Up | Support | **My Account**

## Account Login

Username:

Password:

Login now to sign-up for Paperless Billing and Auto Bill Pay! [Forgot your password?](#)

Login

First Time Users [Register Here.](#)



# Support

**ACN** Essential Services  
• For Your Home • For Your Business

Business Phone Services Français

[My DigitalTalk Express Account Login](#) **Support** [My BusinessTalk Account Login](#)

Pick the Service and Plan that Works for Your Business and **Save Money**

- Plans for small and medium sized businesses
- Wireline Service or VoIP-based Service
- Ability to have additional basic line for data/fax use
- Toll Free lines available with all plans

### Check Availability

Street:

Apt/Ste/Floor:

City:

Province:  Postal Code:

Phone:  -  -

[Check Availability & Sign Up](#)

**ACN** Canada Support English | Français

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- Digital Phone Service
- Local & Long Distance
- High Speed Internet
- High Speed Cable Internet
- Dial-Up Internet
- Wireless
- Mobile Application
- Satellite TV
- Home Security & Automation
- ACN Premium Technical Support
- Energy
- BusinessTalk
- Frequently Asked Questions

## ACN BusinessTalk Frequently Asked Questions

- ▶ Can I sign up for ACN BusinessTalk without existing service?
- ▶ Can I purchase ACN BusinessTalk if I currently have service with a cable company?
- ▶ I am still under contract with my current provider. Will ACN pay my early termination penalties if I switch?
- ▶ I have DSL on my line. Can I purchase ACN BusinessTalk?
- ▶ Can I mix and match calling plans on each of my individual lines?
- ▶ How is the Inside Wire Maintenance option applied to my ACN BusinessTalk order?
- ▶ How do I make changes to my hunt sequence?

**BusinessTalk Documents**

[BusinessTalk International Rates](#) [English](#)

Rate how helpful this article was to you: ☆☆☆☆☆

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# Cross Sell Opportunity

Take advantage of these other outstanding services from ACN - designed with your growing business in mind:

Computer Technical Support



Gas and Electricity



**ACN** | BusinessTalk<sup>SM</sup>

